

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: RE: Follow up to ODI Complaint ----- 11418868-----
Date: Thursday, July 1, 2021 1:48:43 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see attached

Thank you

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Thursday, July 1, 2021 9:25 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11418868-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

28-MAY-2021

Repository ☐Reference No.
11418868

Name

Address

City

hillsboro

State

OR

ZIP Code

Daytime Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3C7WRSBL2LGMAKE
RAMModel
3500Model Year
2020

Date Purchased

Dealer's Name and Telephone Number

Engine;
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City Hillsboro

STATE
ORZIP Code
97123

6

Diesel

Transmission Type

AT

☐ Antilock Brakes☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

21-MAR-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 080000 FUEL SYSTEM, DIESEL

Failure Mileage
17018.0Failure Speed
45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1 9ABC036)

☐ Original Requirement
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2020 Ram 3500. The contact stated while driving 45 MPH, the vehicle lost motive power. The vehicle was restarted and the functionality returned however, the failure recurred after several seconds. There was no warning light illuminated. The vehicle was towed from the scene. The vehicle was diagnosed with a high-pressure fuel system failure. The manufacturer was not informed of the failure. The failure mileage was approximately 17,018.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.